

## Frequently asked questions

### Post-decision questions about non-recording appeals

- 1. My appeal has been upheld by the Independent Office for Police Conduct (IOPC) and the appropriate authority has been given a direction to record my complaint or provide a recording decision. If I do not hear from the appropriate authority, will the IOPC contact them for me?**

Once we have given a direction to the appropriate authority, it has 28 days to provide you with a recording decision or a notification that your complaint has been recorded. We will be in touch with the appropriate authority to monitor its response to the provided direction(s). If you do not hear from the appropriate authority within 28 days, you must contact them directly for an update.

- 2. What does recording a complaint mean?**

Recording a complaint means that it has formal status under the *Police Reform Act 2002*. It must then be dealt with according to formal rules and guidance.

- 3. What happens after my complaint has been recorded?**

If your complaint is recorded, the next step is for the appropriate authority to decide how best to resolve it. The appropriate authority has a number of options available to it including a local investigation, local resolution or they can disapply your complaint. (Disapply means to stop the complaints process before an investigation begins.) For more information, please refer to the IOPC website:

[www.policeconduct.gov.uk/appeals](http://www.policeconduct.gov.uk/appeals)

- 4. Can I submit extra information following the decision?**

No, you cannot submit extra information following the decision. The time when you made your appeal was your opportunity to provide us with all the necessary information for consideration.

## **5. What happens if I don't agree with the IOPC's decision?**

There is no right to appeal against our decision. If you have any questions or need more information about our appeal decision, please contact us so we can explain the reasons for the decision and answer any questions you have.

You should be aware that the IOPC's appeal decisions are final. This means that any decision we make and communicate to the parties involved can only be overturned by the courts through the judicial review process. You should seek your own independent legal advice if you intend to pursue this course of action.

## **6. What if I am unhappy with the service I have received?**

If you are unhappy with the service you received from us, or want to express dissatisfaction, you can make your complaint to the IOPC Complaints & Feedback Team. A member of the team will respond to your complaint accordingly. Their role is not to address your concerns about the decision (because the decision is final), but rather to look at the service you received from our staff. You can contact the IOPC Complaints & Feedback Team by sending an email to:

[feedback@policeconduct.gov.uk](mailto:feedback@policeconduct.gov.uk)

Learn more about [Complaints, compliments and how to challenge our decisions](#).